

RFP-4-79
Attachment M
Staffing Matrix - Document A

[Respondent's Name] Staffing Matrix

Respondent should submit a separate form for each office location that will have staff working on the Hoosier Healthwise program.

Office Location: (City), (State)

Date Office Location Will Be Open For Hoosier Healthwise Business: (Day/Month/Year)

Operational Functions Or Services Performed In Office Location: (Complete Matrix Below)

| Item No. | Operational Functions Or Services ¹ | Check If Performed In Office Location | Percent Of Total Full Time Staff Dedicated To Operational Functions Or Services For Hoosier Healthwise Program |
|----------|--|---------------------------------------|--|
| 1 | Hoosier Healthwise Contract Leadership (CEO, Financial Officer, Compliance Officer, Medical Director, MIS Coordinator, Member Service Manager, Provider Service Manager, Quality Management Manager, Utilization Management Manager, Pharmacy Manager) | | |
| 2 | Financial Management (accounting, eligibility reconciliation, insurance, re-insurance, solvency, IDOI interface, financial performance reporting, TPL, cost avoidance, etc.) | | |
| 3 | Medical Management (over- and under-utilization management, prior authorization, health needs assessments, pharmacy management, continuity of care, care coordination, disease management, enhanced services, emergency room utilization management, performance reporting, etc.) | | |
| 4 | Member Services (Helpline, member outreach, educational programs, member materials, member grievance, member enrollment, newborn enrollment, Special Needs Members, non-emergent transportation, performance reporting, etc.). | | |
| 5 | Network Development and Management Services (Provider Helpline, network development and maintenance, provider contracting, PIP, provider credentialing, provider education, provider materials, provider directory, provider claims dispute resolutions, performance reporting, etc.) | | |
| 6 | Quality Improvement and Management (operational policies and procedures, quality improvement and management committee and subcommittees, program development and management, HEDIS, CAHPS, BCAP, program integrity plan, subcontractor monitoring, corrective actions management, program compliance and performance reporting, etc.) | | |
| 7 | Management Information Systems Integration and Maintenance (claims processing, shadow claims management and reporting, member and provider website development and maintenance, eligibility data management, etc.) | | |
| 8 | Other, specify | | |

¹ Identify the specific operational function or service that will be performed in the office location